

Working in collaboration to support health & wellbeing



Tenant Satisfaction Report

2025/26



Our performance at a glance (2025/26)



82%

of residents satisfied with PCH as their landlord



8 in 10

residents satisfied with our repairs service



85%

of residents satisfied with how we keep them informed



99%

of Stage 1 complaints responded to on time



92%

of Stage 2 complaints responded to on time



Almost 9 in 10

residents feel treated fairly and with respect



Introduction

Welcome to our 2025/26 Tenant Satisfaction Measures (TSM) report, where we share how we have performed as your landlord over the past year and, importantly, what you have told us about your experience of our services.

The Tenant Satisfaction Measures are set by the Regulator of Social Housing to help residents hold landlords to account and to provide a clear and consistent picture of performance across the sector. For us, they are also a vital source of insight – helping us understand what we are doing well and where we need to improve.

This year, over 1,000 residents shared their views with us. We are grateful to everyone who took part, and your feedback directly shapes how we improve our services.

While overall satisfaction remains strong, your feedback highlights that there are still areas where we need to do better – particularly in delivering reliable repairs services and ensuring clear, consistent communication when things don't go to plan.

In this report, you can explore how we performed across all of the Tenant Satisfaction Measures, see what residents have told us, and understand the actions we are taking to improve services and the difference these changes will make.

What we're doing differently

Everything we are prioritising comes directly from what residents have told us through this year's Tenant Satisfaction Measures survey, complaints, and day-to-day contact with our residents and colleagues.

We use this feedback alongside our performance data to understand what needs to change, take action to improve services, and track whether those changes are making a difference. We regularly review progress, including through the Customer Focus Committee, to make sure improvements are sustained and focused on what matters most to residents.

This means that what you tell us leads to real, visible improvements in the services you receive.



Repairs

What you told us

Residents told us that while many repairs are completed successfully, there are still concerns about:

- How long some repairs take
- Missed or changed appointments
- Lack of clear communication when things don't go to plan

What we are doing

We are improving how we deliver repairs by:

- Making better use of repair data to plan and schedule work more effectively
- Ensuring operatives have the right information and materials before they visit
- Improving how we manage appointments so that they are kept as planned
- Focusing on getting repairs completed right first time

What you will see

- Repairs completed more quickly and with fewer repeat visits
- More appointments kept as planned
- Clearer and more timely communication if anything changes

Complaints

What you told us

Residents told us that when things go wrong, it is important to:

- Feel listened to
- Have clear and consistent communication
- Know who is handling their complaint and what will happen next

What we are doing

We are strengthening our complaints service by:

- Making it clearer and easier to raise a complaint
- Providing a named contact to manage each complaint from start to finish
- Improving communication at every stage of the process
- Using complaint data to identify recurring issues and drive wider service improvements

What you will see

- Clearer, more consistent communication throughout your complaint
- A single point of contact where possible
- Visible improvements to services based on common issues raised by residents

Anti-social behaviour (ASB)

What you told us

Residents told us they want:

- More confidence that concerns will be taken seriously
- Clearer information on what will happen when they report ASB
- A consistent approach across all neighbourhoods

What we are doing

We are improving our response to anti-social behaviour by:

- Making it easier to report concerns
- Introducing more consistent ways of working across neighbourhood teams
- Improving how we communicate actions and outcomes
- Increasing our presence in communities and working more closely with partner organisations

What you will see

- Clearer expectations about how cases will be handled
- More consistent responses across all areas
- Earlier intervention to prevent issues from escalating

How we will keep improving

We will continue to:

- **Listen** to residents through surveys, complaints and ongoing engagement
- **Act** on what you tell us by making targeted service improvements
- **Review** our performance regularly to understand what is working
- **Report** back so you can see how your feedback is shaping our services and the difference it is making

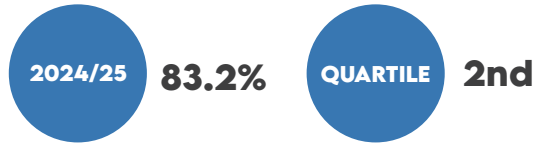
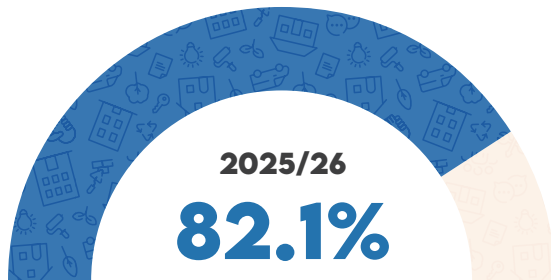
Progress is reviewed every three months by the Customer Focus Committee, which includes resident Board members and co-opted residents, helping to ensure that our actions remain focused on what matters most to residents.



Tenant Satisfaction Measures



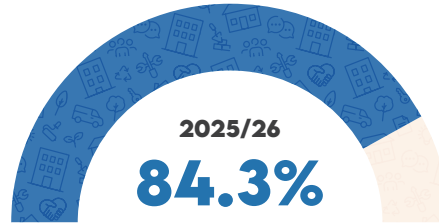
Proportion of respondents who report that they are satisfied with the overall service from their landlord.



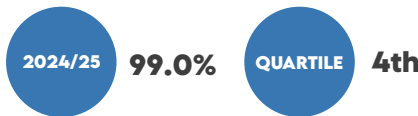
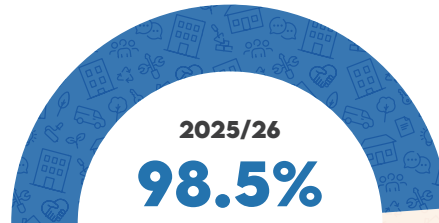
Very satisfied	552
Fairly satisfied	319
Neither satisfied nor dissatisfied	99
Fairly dissatisfied	42
Very dissatisfied	49



Proportion of respondents who report that they are satisfied that their home is well maintained.



Proportion of homes that meet the Decent Homes Standard.



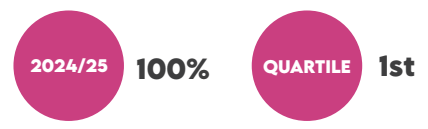
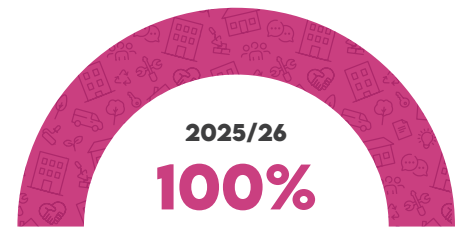
The percentage of homes that did not meet the decent homes standard was 1.5%



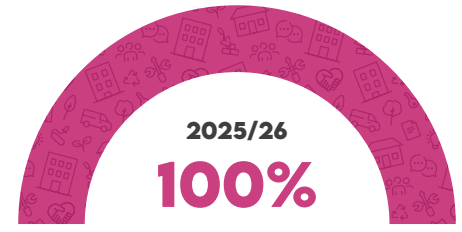
Compliance



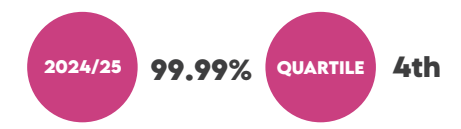
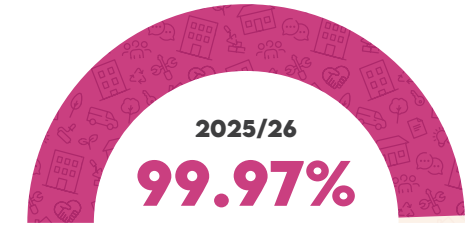
Proportion of homes for which all required fire risk assessments have been carried out.



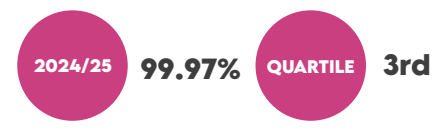
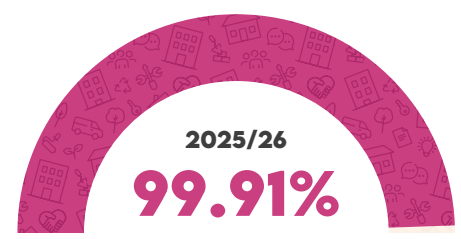
Proportion of homes for which all required communal passenger lift safety checks have been carried out.



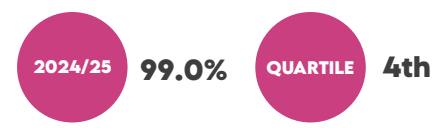
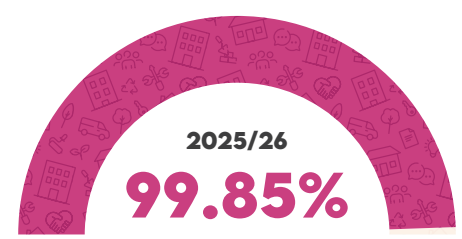
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.



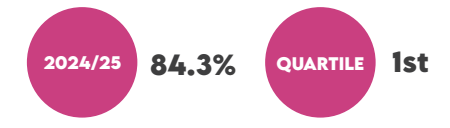
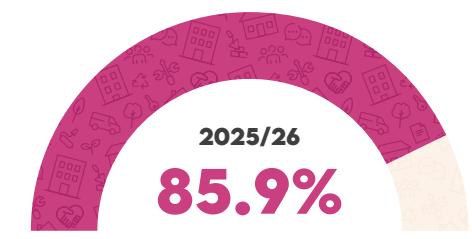
Proportion of homes for which all required gas safety checks have been carried out.



Proportion of homes for which all required legionella risk assessments have been carried out.



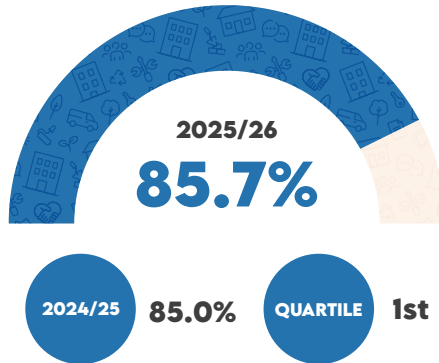
Proportion of respondents who report that they are satisfied that their home is safe.



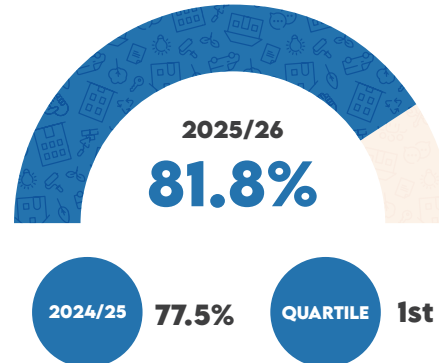
Repairs



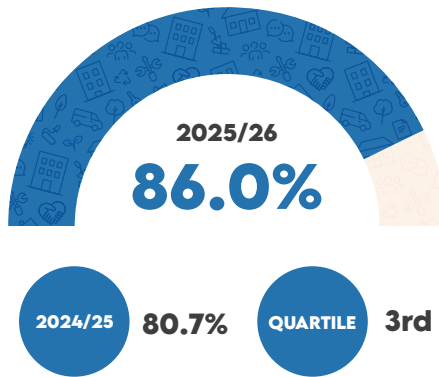
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.



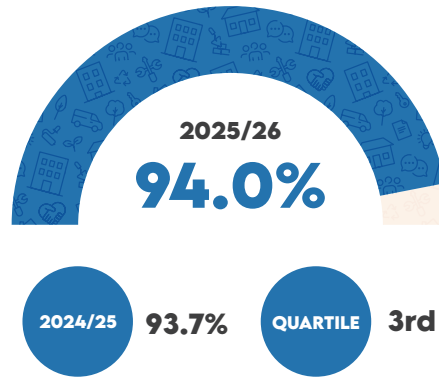
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.



Proportion of non-emergency responsive repairs completed within the landlord's target timescale (days)



Proportion of emergency responsive repairs completed within the landlord's target timescale (hours)



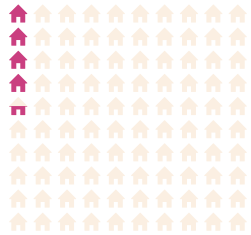
Our timeframe for repairs is advertised within PCH's Service Standards, and in the Repairs section on our website. Emergency repairs are completed within 24 hours; urgent repairs are completed within 5 working days; routine repairs are completed within 20 working days; planned repairs are completed within 60 working days. These timescales are used to calculate the measures above.



Complaints & Complaints Handling



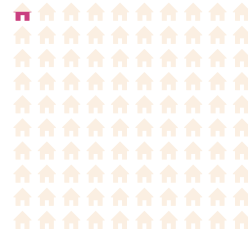
Number of stage one complaints received per 1,000 homes.



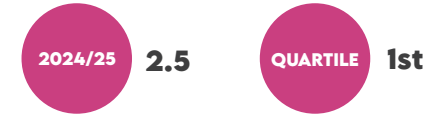
2025/26
45.2



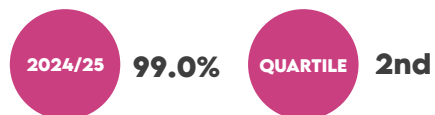
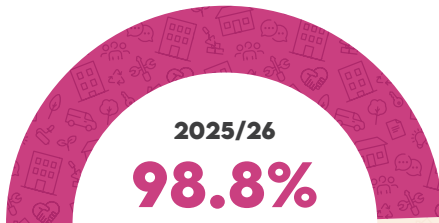
Number of stage two complaints received per 1,000 homes.



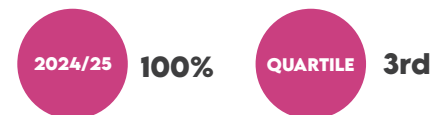
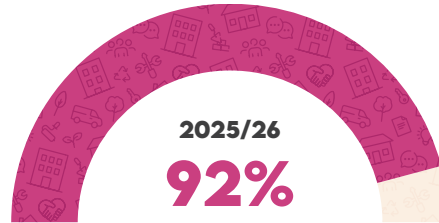
2025/26
5.2



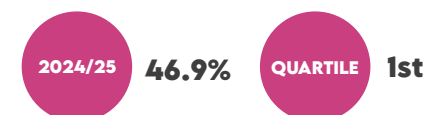
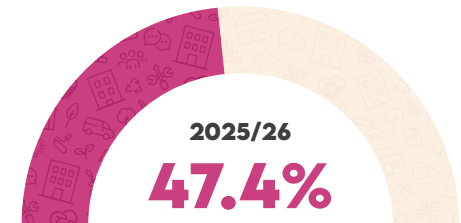
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.



Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.



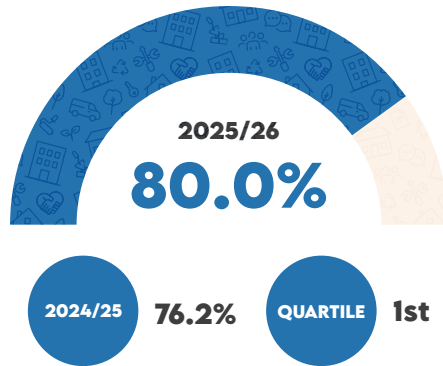
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.



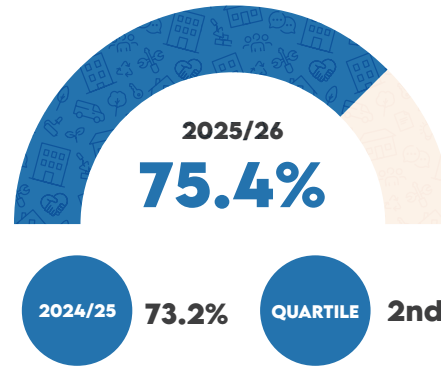
Neighbourhood management



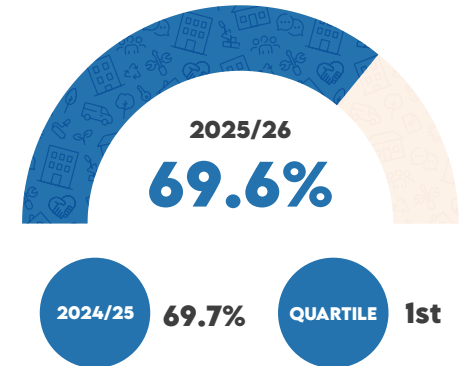
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.



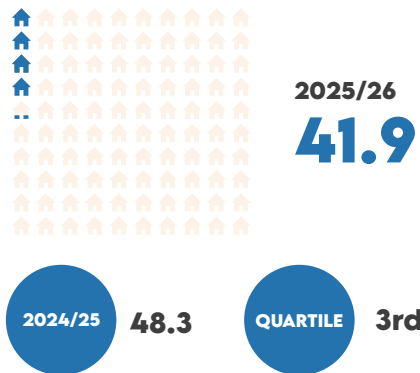
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.



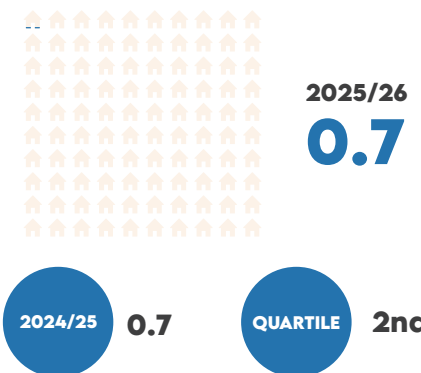
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.



Number of anti-social behaviour cases, opened per 1,000 homes.



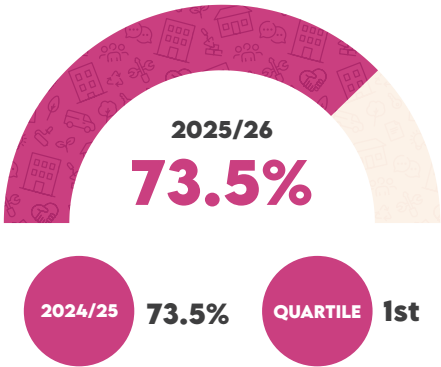
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.



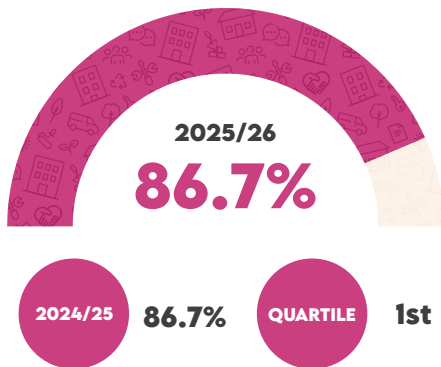
Listening and Respect



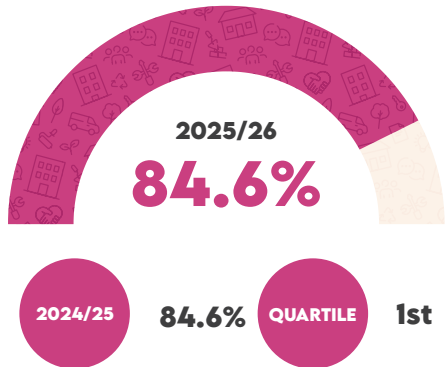
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.



Proportion of respondents who report that they agree their landlord treats them fairly and with respect.



Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.



What did we ask?

The questionnaire we used can be found below.

No.	Question
01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Plymouth Community Homes?
02	How satisfied or dissatisfied are you that Plymouth Community Homes provides a home that is well maintained?
03	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Plymouth Community Homes provides a home that is safe?
04	Do you live in a building with communal areas, either inside or outside, that Plymouth Community Homes is responsible for maintaining?
05	How satisfied or dissatisfied are you that Plymouth Community Homes keeps these communal areas clean and well-maintained?
06	If you do not feel that your home (and / or communal areas) are safe and/or well maintained, please can you explain why and suggest what could be improved?
07	Has Plymouth Community Homes carried out a repair to your home in the last 12 months?
08	How satisfied or dissatisfied are you with the overall repairs service from Plymouth Community Homes over the last 12 months?
09	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
10	How satisfied or dissatisfied are you with the way Plymouth Community Homes deals with repairs and maintenance?

No.	Question
11	How satisfied or dissatisfied are you that Plymouth Community Homes makes a positive contribution to your neighbourhood?
12	What does 'contributing to the neighbourhood' mean to you, and what contribution do you believe Plymouth Community Homes should be making to your neighbourhood?
13	How satisfied or dissatisfied are you with Plymouth Community Homes approach to handling anti-social behaviour?
14	How satisfied or dissatisfied are you that Plymouth Community Homes listens to your views and acts upon them?
15	If you are not satisfied with the way Plymouth Community Homes listens to your views and acts upon them, how could Plymouth Community Homes improve?
16	How satisfied or dissatisfied are you that Plymouth Community Homes keeps you informed about things that matter to you?
17	To what extent do you agree or disagree with the following 'Plymouth Community Homes treats me fairly and with respect'?
18	How satisfied or dissatisfied are you that your rent provides value for money?
19	How satisfied or dissatisfied are you that your service charges provide value for money?
20	Have you contacted Plymouth Community Homes in the last 12 months with a query other than to pay your rent or service charges?



No.	Question
21	Thinking about the LAST time you had contact with Plymouth Community Homes, how satisfied or dissatisfied were you with the service provided?
22	How likely would you be to recommend Plymouth Community Homes to other people on a scale of 0 - 10, where 0 is not at all likely and 10 is extremely likely?
23	Please can you explain your reason for awarding this score?
24	Have you made a complaint to Plymouth Community Homes in the last 12 months?
25	How satisfied or dissatisfied are you with Plymouth Community Homes approach to complaints handling?
26	If you are not satisfied with Plymouth Community Home's approach to complaints, please could you explain the reason why?
27	Are you aware of Plymouth Community Home's complaints process and how to make an official complaint?
28	What was your complaint related to?
29	How did you make your complaint?
30	Has your complaint now been resolved?

No.	Question
31	What stage in the complaints process did your complaint reach?
32	What went well about the way your complaint was handled?
33	How could your landlord improve the way it handles complaints?
34	The results of this survey are confidential. However, would you be happy for us to give your responses to Plymouth Community Homes with your name attached so that they have better information to help them improve services?
35	Would you be happy for Plymouth Community Homes to contact you to follow up on any of the comments or issues you have raised?





Plymouth Community Homes, Plumer House,
Tailyour Road Crownhill, Plymouth PL6 5DH

enquiries@plymouthcommunityhomes.co.uk | www.plymouthcommunityhomes.co.uk | 0808 230 6500